

# **Department of Early Learning**

## **10.6.10**

### **Child Care Orientation Procedure**

#### **Preparation**

1. DEL staff who present Child Care Orientation to prospective child care providers must first review and understand the training curriculum (Center and Family Home Child Care Orientation Curriculum). DEL staff must also review and understand the “train-the-trainer” curriculum prepared for child care licensors who present orientations (Presenter Orientation Training).
2. DEL staff who present child care orientation must know how to set up and use all equipment necessary to conduct the orientation, including a LCD projector.
3. When selecting a location for the provider orientation, staff must:
  - a. Give first priority to state owned or state leased facilities before renting or leasing other facilities.
  - b. Ensure the location is barrier free so as not to exclude persons with disabilities.
  - c. Ensure all potential licensees are able to easily see and hear the presenters.

#### **Frequency and Length of Time**

4. Child Care Orientation must be presented during one full day, and must not be divided into two separate days without permission of the Service Area Manager (SAM).
5. The Child Care Orientation Agenda must be followed.
6. Orientations must be offered by each DEL office on a regular basis.
7. Dates and locations of orientations will be posted on the DEL website.

#### **Curriculum**

8. Staff must use and follow the DEL approved Child Care Orientation Curriculum.
9. Prior to providing the orientation training, DEL staff must review and be familiar with the following provider learning objectives:
  - a. Legal Aspects
  - b. The Licensing Process
  - c. Safety and Health Requirements
  - d. Child Development Requirements
  - e. Business Practices
  - f. Child Care Subsidies
  - g. Training Requirements: STARS
  - h. Resources and Technical Assistance

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## **Orientation Registration**

10. DEL staff will ensure:

- a. Registration will begin as specified by each DEL office; however, dates must be posted at least six months in advance on the DEL website, with information on how to start the registration process.
- b. Offices may register the maximum capacity for the location of the orientation. Staff must make allowances for trainers, presenters and other guests.
- c. Priority for registration is as follows, unless approved by the SAM.
  - i. Potential licensee within local area.
  - ii. Potential licensees within service area.
  - iii. Potential licensees outside of service area.
- d. Once registration is full, staff will begin a stand-by list and/or a waiting list. Individuals may choose to be placed on the stand-by/waiting lists with the understanding that participation is not guaranteed. Individuals on the waiting list get first priority to sign up for the next orientation being held.
- e. Each Orientation must have an Orientation Log and Sign in Sheet to track attendees. These records will be kept on file for at least one year.

## **Family Home Child Care Orientation Survey**

11. When a request for information regarding family home child care orientation is received, staff will provide the following information to the potential licensee:

- a. Instructions on how to complete and return the Family Child Care Orientation Survey to the local office.
  - i. DEL staff may mail or e-mail the survey to potential providers, or direct them to the DEL website to obtain the survey.
  - ii. The Family Home Child Care Orientation Survey and instructions will be posted on the DEL website for those who have access to the Internet.
- b. Once the Family Child Care Orientation Survey is received, the registration process will begin. At no time shall the non-completion of the Family Child Care Orientation Survey prohibit the registration.

12. Once the Family Home Child Care Survey is received, DEL staff will:

- a. Review the Family Home Child Care Survey.
- b. If potentially disqualifying information, or other barriers to potential licensure, are identified DEL staff will:
  - i. Contact the potential provider (by phone or letter), to discuss potential disqualifying information or barriers.
  - ii. If the potential provider wants to continue with the licensing process, staff must give further information regarding the orientation registration process.
- c. If there is no potentially disqualifying information or obvious barriers to potential licensure, DEL staff will register the applicant.

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## **Quality Improvement**

13. The DEL Licensing Analysts in each service area will track the percent of applicants who attend Orientation as compared to those who actually become licensed.